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# **HCSIS Incident Report Category**

## **Changes**

### **March Maintenance Release**

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Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Mental Retardation

March 26<sup>th</sup>, 2008

## Incident Report Category changes Summary

These changes are applicable for incidents created prior to March 27th, 2008.

**1. Near Drowning – All incidents are changed to Unexpected Hospital Visit/ Medical Hospitalization:**

Primary and secondary categories are changed along with incident classification modified from major to minor. All current open and closed incidents with an AOMR (Area Office Management Review) are retained as major incidents through incident escalation in AOMR. Open incident reports that do not have an AOMR yet are converted as minor incidents using the new incident classification with the option to escalate them as major incidents.

OLD	Incident Classification	Primary Category	Secondary Category
	Major	Near Drowning	Bathtub
	Major Major	Near Drowning Near Drowning	Swimming Pool Other Body of Water

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Unexpected Hospital Visit	Medical Hospitalization

**Note:** Near Drowning is no longer a Primary Incident Category

**2. Unexpected Hospital Visit/ Emergency Services Team Evaluation changed to Unexpected Hospital Visit/ Emergency Psychiatric Services Evaluation:**

Secondary category is changed with no change in incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Unexpected	Emergency

		Hospital Visit	Services Team Evaluation
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NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Unexpected Hospital Visit	Emergency Psychiatric Services Evaluation

**3. Assault/ Sexual Assault- Alleged Victim changed to Sexual Assault/Alleged Victim:**

Primary and secondary categories are changed but there is no change to incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Major	Assault	Sexual Assault – Alleged Victim

NEW	Incident Classification	Primary Category	Secondary Category
	Major	Sexual Assault	Alleged Victim

**4. Assault/ Sexual Assault- Alleged Perpetrator changed to Sexual Assault/Alleged Perpetrator:**

Primary and secondary categories are changed but there is no change to incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Major	Assault	Sexual Assault – Alleged Perpetrator

NEW	Incident Classification	Primary Category	Secondary Category
	Major	Sexual Assault	Alleged Perpetrator

**5. Assault/ Physical Assault - Alleged Victim changed to Physical Altercation/ Individual to Individual – Alleged Victim:**

Primary and secondary categories are changed along with incident classification modified from major to minor. All current open and closed incidents with an AOMR (Area Office Management Review) are retained as major incidents through incident escalation in AOMR. Open incident reports that do not have an AOMR yet are converted as minor incidents using the new incident classification with the option to escalate them as major incidents.

OLD	Incident Classification	Primary Category	Secondary Category
	Major	Assault	Physical Assault – Alleged Victim

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Physical Altercation	Individual to Individual – Alleged Victim

**6. Assault/ Physical Assault- Alleged Perpetrator changed to Physical Altercation/ Individual to Individual Alleged Perpetrator:**

Primary and secondary categories are changed along with incident classification modified from major to minor. All current open and closed incidents with an AOMR (Area Office Management Review) are retained as major incidents through incident escalation in AOMR. Open incident reports that do not have an AOMR yet are converted as minor incidents using the new incident classification with the option to escalate them as major incidents.

OLD	Incident Classification	Primary Category	Secondary Category
	Major	Assault	Physical Assault – Alleged

			Perpetrator
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NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Physical Altercation	Individual to Individual – Alleged Perpetrator

**7. Other/ Behavioral Incident Involving Law Enforcement changed to Significant Behavioral Incident:**

Primary category is changed but there is no change in incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Other	Behavioral Incident involving Law Enforcement

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Significant Behavioral Incident	None

**8. Medical Treatment Resulting from Injury changed to Medical or Psychiatric Intervention Not Requiring Hospital Visit/ Medical:**

Primary and secondary categories are changed but there is no change in incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Medical Treatment Resulting from Injury	None

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Medical or Psychiatric	Medical

		Intervention Not Requiring Hospital Visit	
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**9. Fire/ Intentional - Started by individual changed to Fire/ Known Origin - Allegedly started by Individual:**

Secondary category has changed along with incident classification modified from major to minor. All current open and closed incidents with an AOMR (Area Office Management Review) are retained as major incidents through incident escalation in AOMR. Open incident reports that do not have an AOMR yet are converted as minor incidents using the new incident classification with the option to escalate them as major incidents.

OLD	Incident Classification	Primary Category	Secondary Category
	Major	Fire	Intentional - Started by individual

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Fire	Known Origin - Allegedly started by Individual

**10. Fire/ Accident - Started by Individual changed to Fire/ Known Origin - Allegedly started by Individual:**

Secondary category is changed but there is no change in incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Fire	Accident - Started by Individual

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Fire	Known Origin -

			Allegedly started by Individual
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#### 11. Fire/ Intentional - Not started by individual changed to Fire/ Know

##### Origin - Not Started by Individual:

Secondary category has changed along with incident classification modified from major to minor. All current open and closed incidents with an AOMR (Area Office Management Review) are retained as major incidents through incident escalation in AOMR. Open incident reports that do not have an AOMR yet are converted as minor incidents using the new incident classification with the option to escalate them as major incidents.

OLD	Incident Classification	Primary Category	Secondary Category
	Major	Fire	Intentional – Not Started by individual

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Fire	Known Origin – Not started by Individual

#### 12. Fire/ Accidental - Not started by individual changed to Fire/ Know

##### Origin - Not Started by Individual:

Secondary category is changed but there is no change in incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Fire	Accidental - Not started by individual

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Fire	Know Origin - Not

			Started by Individual
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**13. Fire/ Fire of Unknown Origin changed to Fire/ Fire-Source Unknown:**

Secondary category is changed but there is no change in incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Fire	Fire of Unknown Origin

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Fire	Fire-Source Unknown

**14. Property Damage/ (Damage to DMR/provider property), damage of personal property, damage of another individual's property changed to Property Damage/ Alleged Victim or Alleged Perpetrator:**

Secondary category is changed but there is no change in incident classification. All

the existing incident reports are manually converted based on the incident description.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Property Damage	Damage to DMR/provider property
	Minor	Property Damage	Damage of personal property
	Minor	Property Damage	Damage of another individual's property

NEW	Incident Classification	Primary Category	Secondary Category
	Minor	Property Damage	Alleged Victim



			or Alleged Perpetrator (based on incident description)
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**15. Property Damage/ (Damage of public/community property) changed to Property Damage/ Alleged Victim or Alleged Perpetrator**

Secondary category is changed along with incident classification changed from major

to minor. All the existing incident reports are manually converted based on the incident description. All current open and closed incidents with an AOMR (Area Office Management Review) are retained as major incidents through incident escalation in AOMR. Open incident reports that do not have an AOMR yet are converted as minor incidents using the new incident classification with the option to escalate them as major incidents.

	<b>Incident Classification</b>	<b>Primary Category</b>	<b>Secondary Category</b>
<b>OLD</b>	Major	Property Damage	Damage of public/community property

	<b>Incident Classification</b>	<b>Primary Category</b>	<b>Secondary Category</b>
<b>NEW</b>	Minor	Property Damage	Alleged Victim or Alleged Perpetrator (based on incident description)

**16. Other Criminal Activity/Alleged Victim- No change in category:**

Incident classification is changed from minor to major status and there are no

changes to primary and secondary categories. All the existing incidents are converted directly as major incidents.

	<b>Incident Classification</b>	<b>Primary Category</b>	<b>Secondary Category</b>
<b>OLD</b>	Minor	Other Criminal	Alleged Victim

		Activity	
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NEW	Incident Classification	Primary Category	Secondary Category
	Major	Other Criminal Activity	Alleged Victim

**17. Other Criminal Activity/Alleged Perpetrator- No change in category:**  
 Incident classification is changed from minor to major status and there are no changes to primary and secondary categories. All the existing incidents are converted directly as major incidents.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Other Criminal Activity	Alleged Perpetrator

NEW	Incident Classification	Primary Category	Secondary Category
	Major	Other Criminal Activity	Alleged Perpetrator

**18. Transportation Accident/ DMR funded transportation, provider transportation, public transportation, private vehicle changed to Transportation Accident/Motor Vehicle Accident:**  
 Secondary category is changed but there is no change in incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Transportation Accident	DMR funded transportation
	Minor	Transportation Accident	Provider transportation
	Minor	Transportation Accident	Public transportation
	Minor	Transportation Accident	Private vehicle

NEW	Incident Classification	Primary Category	Secondary Category
	Major	Transportation Accident	Motor Vehicle Accident

**19. Transportation Accident/ Recreation Vehicle, Bicycle changed to Transportation/Other:**

Secondary category is changed but there is no change in incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Transportation Accident	Recreation Vehicle, Bicycle

NEW	Incident Classification	Primary Category	Secondary Category
	Major	Transportation Accident	Other

**20. Other/ Behavioral Incident in the Community, Staff Involvement with Law, Ongoing or escalating series of events, Community Complaint changed to Other/Other:**

Secondary category is changed but there is no change in incident classification.

OLD	Incident Classification	Primary Category	Secondary Category
	Minor	Other	Behavioral Incident in the Community
	Minor	Other	Staff Involvement with Law
	Minor	Other	Ongoing or escalating series of events
	Minor	Other	Community Complaint

NEW	Incident Classification	Primary Category	Secondary Category
	Major	Other	Other



Incident Classification	New Incident Category Descriptions
<p>MAJOR</p> <p>MAJOR</p> <p>MAJOR</p> <p>MAJOR</p>	<p>1. <b><u>Unexpected/Suspicious Death</u></b> – Any death that is suspicious in that it is unexpected due to the medical status of the individual prior to the time of death, the suddenness of the death, and the age of the individual. This excludes expected, foreseen or imminent death from natural causes and death of an individual getting hospice services. An example of an unexpected death would be a 28 year old man who is in general good health and dies in his sleep.</p> <ul style="list-style-type: none"> <li>• <b><u>Accidental</u></b> – Any death resulting from accidental causes, such as the result of a car accident or choking incident.</li> <li>• <b><u>Suicide</u></b> – Any death resulting from a conscious act to take one's own life.</li> <li>• <b><u>Unusual Circumstances</u></b> – Any suspicious death, such as one resulting from foul play or a drug overdose.</li> <li>• <b><u>Other Unexpected/Sudden Death</u></b> – Any other unexpected or unanticipated death that does not fit into another secondary incident type.</li> </ul>
<p>MAJOR</p> <p>MAJOR</p>	<p>2. <b><u>Suicide Attempt</u></b> – A serious, intentional, voluntary attempt to take one's own life. This would include an incident that might not in and of itself cause death, if the intention was to take one's own life. This would not include self-injurious behavior unless that behavior was attempted in order to take one's own life.</p> <ul style="list-style-type: none"> <li>• <b><u>First Known Attempt</u></b></li> <li>• <b><u>Repeat Attempt</u></b></li> </ul>
	<p>3. <b><u>Unexpected Hospital Visit</u></b> – This category is for an unplanned emergency room (ER) visit to an acute care medical or psychiatric hospital for the purpose of evaluation and treatment of an immediate medical or psychiatric concern. This would not include a hospital visit</p>

minor	<p>that is a planned hospitalization, nor a hospital visit that is part of routine care, scheduled visit or medical treatment protocol, such as a protocol for replacing a feeding tube, even though the timing for this visit may not be planned, but is an expected step in an individual's medical treatment.</p>
minor	<ul style="list-style-type: none"> <li>• <b><u>Medical Hospitalization</u></b> – This category would be used only when an individual is admitted as an inpatient to the hospital for medical treatment as a result of an unplanned ER visit. It would not be used if the individual is only seen and treated in the emergency room, even if the time spent in the emergency room is extensive. Example: An individual is brought to the ER and admitted to the hospital after complaining about stomach pain and looking jaundiced.</li> </ul>
minor	<ul style="list-style-type: none"> <li>• <b><u>Psychiatric Hospitalization</u></b> – This category would be used when an individual is admitted as an inpatient to a psychiatric hospital, to the psychiatric unit of a hospital or to a detoxification center.</li> </ul>
minor	<ul style="list-style-type: none"> <li>• <b><u>E.R. Visit</u></b> – This category would be used when any medical assessment and/or treatment provided is through the emergency room as a result of the unexpected hospital visit, regardless of the amount of time spent in the emergency room. Example: An individual is taken to the ER after staff is able to remove a piece of food using the Heimlich maneuver. The individual is examined at ER and released without being admitted.</li> <li>• <b><u>Emergency Psychiatric Services Evaluation</u></b> – Emergency psychiatric evaluation that is not part of a regular intervention outlined in an individual's behavior plan. Example: An individual is taken to the ER for psychiatric or emergency team evaluation after threatening staff and self with scissors (a behavior not addressed in a behavior plan).</li> </ul>
	<p>4. <b><u>Sexual Assault</u></b> - This category is used when there is any unwanted sexual advance or unwanted sexual contact, such as exposing oneself in a sexual way, inappropriate</p>

MAJOR	sexual touching, and up to and including rape.
MAJOR	<ul style="list-style-type: none"> <li>• <b><u>Alleged Victim</u></b> is used when the individual is the alleged victim of the sexual assault whether perpetrated by another individual, staff, stranger, or other.</li> <li>• <b><u>Alleged Perpetrator</u></b> is used when the individual is the alleged perpetrator of the sexual assault and the alleged victim may be another individual, staff, stranger or other.</li> </ul>
minor	5. <b><u>Physical Altercation</u></b> – This category covers any incident where the physical attack directed at another person presents a <b>serious</b> risk of physical harm to the other person or results in visible physical injury to the other person, whether or not first aid or medical treatment is required. An attack includes, but is not limited to, intentional or willful grabbing, shaking, dragging, shoving, yanking, slapping, hitting, kicking, choking, pinching, biting, strangling, or punching. Example 1: An individual pulls another individual out of his wheelchair, sits on top of him and holds him to the floor. Example 2: An individual becomes physically aggressive towards staff and hits staff causing staff's glasses to be knocked off.
minor	<ul style="list-style-type: none"> <li>• <b><u>Individual to Individual – Alleged Victim</u></b> – This category is used when an individual is the alleged victim of a physical altercation by another individual. An example would be an individual being grabbed by the throat by another individual and is in danger of choking but for the intervention of staff.</li> </ul>
minor	<ul style="list-style-type: none"> <li>• <b><u>Individual to Individual – Alleged Perpetrator</u></b> – This category is used when the individual is the alleged perpetrator of a physical altercation against another individual.</li> </ul>
minor	<ul style="list-style-type: none"> <li>• <b><u>Individual to Staff</u></b> – This category is used when the individual is the alleged perpetrator of a physical altercation against a staff person.</li> <li>• <b><u>Individual to Other</u></b> – This category is used when the individual is the alleged perpetrator of a physical</li> </ul>

	<p>altercation against a person, other than another individual or staff, such as a family member, neighbor or stranger. Example: An individual picks up a sharp knife and threatens his sister while attending a barbeque at his mother's home.</p>
minor	<p>6. <b><u>Significant Behavioral Incident</u></b> – This category covers any behavioral episode of an individual that would have resulted in imminent, serious physical harm to that individual acting out if not for immediate intervention. Example 1: An individual opens her second floor bedroom window and attempts to crawl out. Example 2: An individual who insists on running away and puts a pushpin in her mouth while attempting to run out the house.</p>
MAJOR	<p>7. <b><u>Missing Person</u></b> – Any individual who is missing and considered to be at risk. This could include someone who is missing for any period of time, if considered in immediate jeopardy, or someone who is missing for more than 24 hours without prior arrangement, unless the person's ISP Team specifies that an individual could safely be out of contact for a period of time longer than 24 hours.</p>
minor	<ul style="list-style-type: none"> <li>• <b><u>Law Enforcement Contacted</u></b></li> <li>• <b><u>Law Enforcement Not Contacted</u></b></li> </ul>
minor	<p>8. <b><u>Medical or Psychiatric Intervention Not Requiring a Hospital Visit</u></b> – This category is appropriate when there is emergency medical treatment beyond first aid, or when emergency psychiatric services, such as a psychiatric evaluation, are provided in a non-hospital setting such as the home, or day program.</p>
minor	<ul style="list-style-type: none"> <li>• <b><u>Medical</u></b> Examples include wound closure by a medical professional or other treatment provided in a health care practitioner's office or on site by agency medical or nursing personnel (RN, LPN, etc.). This category would also include evaluation of a possible injury by emergency personnel in response to a 911 call.</li> <li>• <b><u>Psychiatric</u></b> Example: Crisis team is called to evaluate an individual in her home because of escalating behavior and decides that an inpatient psychiatric</li> </ul>



	hospitalization is not required.
minor	<p>9. <b><u>Fire</u></b> – Any incident involving a fire in an individual's environment that requires active involvement of firefighter or the use of a fire extinguisher.</p> <ul style="list-style-type: none"> <li>• <b><u>Known Origin - Allegedly Started By Individual</u></b> – This category is used when the fire is allegedly started intentionally or accidentally by an individual. Example 1: An individual burns papers or material with matches in the house. Example 2: An individual starts a grease fire while cooking and staff put out with a fire extinguisher.</li> <li>• <b><u>Known Origin - Not Started by Individual</u></b> – This category is used when someone other than an individual, intentionally or accidentally starts a fire, such as toast catching on fire that is put out by a fire extinguisher.</li> <li>• <b><u>Fire – Source Unknown</u></b></li> </ul>
minor	
minor	

<div data-bbox="354 352 444 384" data-label="Text">minor</div> <div data-bbox="354 663 444 695" data-label="Text">minor</div> <div data-bbox="354 898 444 930" data-label="Text">minor</div> <div data-bbox="354 1134 444 1165" data-label="Text">minor</div> <div data-bbox="354 1486 444 1518" data-label="Text">minor</div>	<p data-bbox="518 197 1497 348">10. <b><u>Suspected Mistreatment</u></b> – This category includes any intentional or negligent action or omission by staff or other caregiver that causes or exposes an individual to a serious risk of physical or emotional harm.</p> <ul style="list-style-type: none"> <li data-bbox="566 394 1497 737">• <b><u>Alleged Victim of Psychological Abuse</u></b> – This category includes acts other than physical and verbal that may inflict serious emotional harm, invoke fear or humiliate or intimidate an individual. Example 1: A staff person hides a treasured trinket from an individual as a way of making fun of or intimidating the individual. Example 3: A staff person threatens an individual with withholding a favorite dessert if the individual reveals information about an incident.</li> <li data-bbox="566 783 1497 1010">• <b><u>Alleged Victim of Verbal Abuse</u></b> – This category covers verbalizations that may inflict serious emotional harm, invoke fear or humiliate, intimidate or demean an individual or potentially seriously damage an individual's self respect. Example: A staff person who yells profanities at an individual.</li> <li data-bbox="566 1056 1497 1283">• <b><u>Alleged Victim of Physical Abuse</u></b> – This category covers physical contact that exposes an individual to serious physical or emotional harm. Example 1: A caregiver or staff hits an individual and causes bruises. Example 2: A staff person intentionally scalds an individual during a shower.</li> <li data-bbox="566 1329 1497 1713">• <b><u>Alleged Omission – Failure To Provide Needed Supports</u></b> – This category is used when there is failure to provide services and supports determined to be necessary or otherwise required by law, regulation or contract. Example 1: Staff makes no attempt at getting a bed shaker alarm fixed for an individual who is hard of hearing. Example 2: Staff does not intervene when a housemate blocks an individual from entering the family room to watch TV and causing the individual to be afraid to come into the room.</li> <li data-bbox="566 1759 1497 1864">• <b><u>Alleged Omission – Failure To Provide Needed Supervision</u></b> – This category is used for failure to provide supervision determined to be necessary or otherwise</li> </ul>
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	<p>required by law, regulation or contract. Example: A staff person leaving an individual who needs ongoing supervision alone in a van while going into a store.</p>
<p>minor</p>	<p>11. <b><u>Property Damage</u></b> – This category is used when (i) an individual deliberately causes damage or destruction and the approximate value of the item exceeds \$200, or (ii) when the property has significant intrinsic value to the owner (such as a family heirloom) and the deliberate destruction causes unusual or significant distress to the individual. Evidence of distress would include an extended period of crying, withdrawal, depressed affect or other distraught behavior. Example: An individual goes into his housemate's bedroom and slashes a picture of his housemate's mother. Upon discovery, the housemate cries for hours and repeating that, "he hurt her." Two reports would be filed, one for the housemate as the alleged victim and a second for the individual as the alleged perpetrator.</p>



minor	15. <b><u>Emergency Relocation</u></b> – Individual(s) relocation on an emergency basis for more than 24 hours or overnight due to fire, local disaster, weather conditions, or as a result of immediate eviction.
minor	16. <b><u>Unplanned Transportation Restraint</u></b> – The use of physical holding or a mechanical device to keep an individual safe during transportation that has not been planned for in the individual's ISP. A restraint form is not required in these circumstances, however, an Incident Report is required if the intervention is not written into the individual's ISP. Example: An individual, who boards a van agitated, refuses to fasten seatbelt and tries to grab steering wheel and is held down by staff while having his seatbelt refastened.
minor	17. <b><u>Other</u></b> – This category covers incidents that do not easily fit into one of the other incident types. This category should rarely be used because most incidents that are reportable would likely fit into one of the identified categories.